

METER SERVICE SUPERVISOR

GRADE: 15

FLSA: NON-EXEMPT

CHARACTERISTICS OF CLASS:

The Meter Services Supervisor performs difficult field clerical, skilled and responsible administrative work in reading, servicing and repairing water meters. Incumbent has responsibility for supervising and participating in the work of accurately reading and recording the water consumption and initiating and terminating the water service of City Utility customers. The incumbent of this class also is responsible for the resolution of customer complaints.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Assigns, instructs and supervises the work of subordinate meter service technicians; reads water meters and records readings; makes or assigns special readings as requested.
- Checks to see if meters are functioning properly and determines consistency in readings; notes and investigates any malfunctions discovered and replaces meters.
- Explains readings to customers, delivers termination notices and accepts payments if proffered; cuts water on and off as necessary.
- Disassembles, inspects, cleans, replaces parts; repairs, assembles and tests all types of water meters both in the shop and in the field.

- Sets meters in preinstalled yokes and boxes and removes meters as necessary; locates buried meters; bails out meter pits which are filled with water.
- Prepares meter change forms with required data.
- Analyzes meter route structure, new meter locations and allied problems and rearranges and assigns work load and routes as deemed desirable; keeps meter books up-to-date; selects and orders meter shop parts and supplies.
- Prepares meter shop budget.
- Performs related work as assigned.
- Responsible for ensuring that meters are read accurately and according to schedule.
- Responsible for scheduling the transfer of broken meters promptly so consumption loss will be kept to a minimum.
- Responsible for resolving consumer complaints.
- Responsible for determining meter condition and determining proper action.
- Responsible for the evaluation of subordinates' work.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from high school, and three years of experience in the reading and repair of water meters and in work involving public contact. Possession of an appropriate driver's license valid in the State of Maryland.

Preferred Knowledge, Skills and Abilities:

- Considerable knowledge of the geography, street and water meter locations, and of the house and utility numbering systems of the City.
- Considerable knowledge of the ordinances, policies, billing and collecting procedures and systems affecting the water and sewer utilities.
- Considerable knowledge of the methods, materials, tools, and equipment used in repairing, testing and installing water meters.
- Skill in the repair of water meters of varying types and sizes.
- Ability to plan and organize the conduct of a meter reading and repair program
- Ability to make arithmetic calculations rapidly and accurately and to write legibly.
- Ability to operate a light truck safely.
- Ability to establish and maintain effective working relationships with utility office personnel and to deal tactfully with utility customers while under difficult and contentious circumstances.
- Ability to walk considerable distances under varying weather conditions.